



TRICARE As You PCS

TEO FS-4

"Your Passport to Quality Health"

Fact Sheet

If you are enrolled in TRICARE Europe Prime and will be leaving the region in the near future, rest assured that Prime provides terrific coverage and reduced out-of-pocket expenses for you and your family — even when you are between assignments. You'll also find that transferring your enrollment in TRICARE Prime is easy if you choose to do so once you have arrived at your new home. Once you are back in the states, however, you may have some choices to make about your medical coverage. Here are some tips to make the transition seamless.

Prime Enrollment During Your Move

You must let your current **TRICARE Service Center** know that you are moving *before* you move. This protects you and your family from incurring unnecessary charges for unexpected emergency health care needs while you travel back to the states or to another overseas location. We will keep you enrolled for a maximum of 30 days past your "Report Not Later Than" (RNL) date to your next assignment so your coverage is uninterrupted. If you wish to keep your family enrolled in TRICARE Prime following your move, complete a TRICARE Prime enrollment transfer request at your new servicing TSC once you arrive at your next duty station.

Health Care in Transit

EMERGENCY CARE. Don't hesitate to get emergency medical care while you and your family are in transit from Europe to your next home. Go to the nearest military or civilian emergency room. Active Duty Family members enrolled in Prime should submit claims to the address listed in the next column.

ROUTINE CARE. If it's not an emergency, and you are near a military hospital or clinic, go there first for care. If there is no military facility nearby, the following procedures should be followed:

Active Duty (AD). Non-emergency civilian care requires preauthorization from the nearest military treatment facility, or your gaining installation. Be sure to call first.

Family Members. If you need to obtain routine care from a civilian provider, there are a few things you will need to do:

- ❶ Call the applicable toll-free number listed on the reverse page to find out if there is a TRICARE provider located near you.
- ❷ If there is no network provider, make sure the civilian provider accepts the TRICARE/CHAMPUS allowable charges as payment in full. Otherwise, you may be responsible for some of

the cost. Call your nearest TRICARE POC if you need help with this (see reverse).

No preauthorization is required for medical care for family members enrolled in TRICARE Europe when traveling in the U.S. However, you do need preauthorization for inpatient mental health care.

FILING A CLAIM. While a civilian provider may file your claim, you may also be expected to pay first and then file the claim yourself. In either event, all claims for care (while still enrolled in Europe) should be mailed to:

AD Family Members:

TRICARE Europe
WPS — Foreign Claims
P.O. Box 8976
Madison WI 53708-8976

AD Service Members:

TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, WI 53707-7968

As a TRICARE Europe Prime enrollee, you should use these addresses to mail claims received from care delivered in the U.S. or abroad. See Fact Sheet 9: "Claims Basics" for information.

Transferring Your TRICARE Prime Benefit

When you arrive at your next assignment, stop by your new TRICARE Service Center as soon as possible. Here you will be provided information about locally-available TRICARE programs so you can make an informed choice about your family's health care. A brief review of TRICARE programs available in the U.S. is provided on the reverse. We have also included toll-free phone numbers to obtain information packages on U.S. TRICARE programs.

If you decide to remain enrolled in Prime at your new location, all you need to do is complete a form to transfer enrollment and obtain a new Primary Care Manager (PCM). Your new TSC will help you accomplish this.

If you do not transfer enrollment of your family members, they will automatically revert to TRICARE Standard (the basic CHAMPUS benefit) for their health care coverage at the end of their TRICARE Europe Prime enrollment period.

There are several ways to disenroll or transfer enrollment from TRICARE Europe Prime:

- Call the TRICARE Europe Centralized TRICARE Service Center (CTSC) at commercial 00-49-6302-67-7433/34, toll-free from the U.S. at 888-777-8343, or via your in-country AT&T toll-free access code by dialing 866-TEUROPE (866-838-7673)



- Fax your disenrollment request to the CTSC at 00-49-6302-67-6374 or toll-free from the U.S. at 888-777-8343

- E-mail the CTSC at : TEUROPE@europe.tricare.osd.mil.

For transfer or disenrollment requests, you must provide your name; your family members' names and dates of birth; your sponsor's social security number; the European installation at which you were enrolled; and the date you would like the change to become effective (indicated on the transfer form).

Your TRICARE Service Center at your new home can help you with this. When TRICARE Europe receives your transfer or disenrollment request, we will provide confirmation back to your new assignment location within four working days.

TRICARE in the U.S.

If you are returning to the U.S. in the near future, the military health care system will offer you many health care options from which to select:

TRICARE PRIME. This is the managed-care, enrollment option of the TRICARE Program. Benefits of enrollment in Prime include:

- Enhanced preventive medicine benefits
- Assignment of a Primary Care Manager (PCM)
- Access-to-care standards
- No enrollment fee or co-payments for active duty family members in most cases.

TRICARE Prime is currently available in every region of the U.S. However, some locations within each state may not offer TRICARE Prime if there is a very small DoD beneficiary populations or no nearby military treatment facility.

TRICARE EXTRA. No enrollment is required for this program. Under TRICARE Extra, beneficiaries may seek health care from a network provider. After meeting deductible requirements, extra participants pay a lower cost share for services (for example, active duty families only pay 15% of the allowable charge, instead of 20%). This option is only available where Prime is offered.

TRICARE STANDARD. This option is available to eligible family members throughout the U.S. and represents what was formerly called the basic CHAMPUS benefit. Currently the deductible is \$50 per person and \$100 per family for E-1 through E-4, \$150 per person and \$300 per family for E-5 and above. The cost-share for outpatient care for active duty family members is 20% of the TRICARE Maximum Allowable Charge (TMAC).

The Bottom Line

All three TRICARE options offer an outstanding medical benefit for military families. It is your decision to make based on your own needs. As you weigh these choices, remember that help is only a phone call away.

Where to get More Information

Contact the TRICARE Service Center or Beneficiary Counseling and Assistance Coordinator at the location nearest you. Additional information is also available on the TRICARE Europe Web site at www.europe.tricare.osd.mil or the TRICARE website at www.tricare.osd.mil.

The following is a list of regional TRICARE POCs around the world for easy reference:

TRICARE Regional Points of Contact

State	Number	State	Number	State	Number
Alabama	(800) 444-5445	Louisiana (western)	(800) 406-2832	Pennsylvania	(888) 999-5195
Alaska	(800) 242-6788	Maine	(888) 999-5195	Puerto Rico/Virgin Islands	(800) 444-5445
Arizona (except Yuma)	(888) 874-9378	Maryland	(888) 999-5195	Rhode Island	(888) 999-5195
Arizona (Yuma only)	(800) 242-6788	Massachusetts	(888) 999-5195	South Carolina	(800) 444-5445
Arkansas	(800) 406-2832	Michigan	(800) 941-4501	South Dakota	(888) 874-9378
California (northern)	(800) 242-6788	Minnesota	(888) 874-9378	Tennessee	(800) 444-5445
California (southern)	(800) 242-6788	Mississippi	(800) 444-5445	Texas (eastern)	(800) 406-2832
Colorado	(888) 874-9378	Missouri	(888) 874-9378	Texas (western)	(888) 874-9378
Connecticut	(888) 999-5195	Montana	(888) 874-9378	Utah	(888) 874-9378
Delaware	(888) 999-5195	Nebraska	(888) 874-9378	Vermont	(888) 999-5195
Florida (except Panhandle)	(800) 444-5445	Nevada	(888) 874-9378	Virginia (northern)	(888) 999-5195
Florida (Panhandle Area)	(800) 444-5445	New Hampshire	(888) 999-5195	Virginia (southern)	(800) 931-9501
Georgia	(800) 444-5445	New Jersey	(888) 999-519	Washington	(800) 404-0110
Hawaii	(800) 242-6788	New Mexico	(888) 874-9378	Washington DC	(888) 999-5195
Idaho	(888) 874-9378	New York	(888) 999-5195	West Virginia (southwest)	(800) 941-4501
Illinois	(800) 941-4501	North Carolina	(800) 931-9501	West Virginia (northeast)	(800) 999-5195
Indiana	(800) 941-4501	North Dakota	(888) 874-9378	Wisconsin	(800) 941-4501
Iowa	(888) 874-9378	Ohio	(800) 941-4501	Wyoming	(888) 874-9378
Kansas	(888) 874-9378	Oklahoma	(800) 406-2832	TRICARE Europe	(888) 777-8343
Kentucky	(800) 941-4501	Oregon	(800) 404-0110	TRICARE Latin America	(888) 777-8343
Louisiana (eastern)	(800) 444-5445			TRICARE Pacific	(888) 777-8343

Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.